

National Certificate in Contact Centres with strands in Senior Customer Service Representative, and Management (Team Leader)

Level 3-4 depending on strand

Credits 43-67 depending on strand

This qualification is **expiring**. The last date to meet the requirements is 31 December 2018.

Transition Arrangements

This qualification has been reviewed and replaced by the New Zealand Certificate in Contact Centres (Level 4) [Ref: 2304].

The last date for entry into programmes leading to the replaced qualification is 31 December 2016.

For detailed information see [Review Summaries](#) on the NZQA website.

This qualification includes unit standards 18336, 23396, 16784 and 17382 which must be completed before they expire.

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	March 2000	December 2005
Review	2	January 2004	December 2007
Review	3	August 2005	December 2010
Review	4	December 2008	December 2018
Review	5	April 2014	December 2018
Republication	5	November 2015	December 2018

Standard Setting Body

The Skills Organisation
 Freepost 5164
 PO Box 24469
 Royal Oak
 Auckland 1345

Telephone 09 525 2590
 Fax 09 525 2591
 Email reviewcomments@skills.org.nz
 Website <http://www.skills.org.nz>

National Certificate in Contact Centres with strands in Senior Customer Service Representative, and Management (Team Leader)

Level 3-4 depending on strand

Credits 43-67 depending on strand

Purpose

This qualification is for people who are working as, or training towards, Senior Customer Service Representative and/or Management (Team Leader) roles in contact centres (sometimes referred to as call centres). It recognises the broad range of skills and responsibilities, including quality monitoring, advanced communication skills, and technical skills that are required of Senior Customer Service Representatives and Management (Team Leaders) in this industry.

The core compulsory section is designed to ensure that all holders will have knowledge and skills relating to:

- time management
- communication strategies
- business writing
- quality monitoring in a contact centre
- knowledge of contact centre technology
- handling customer complaints in a contact centre.

The following strands are available:

- *Senior Customer Service Representative* represents competence in combining a range of communication skills with developing supervisory and quality assurance skills expected of Senior CSRs in this industry.
- *Management (Team Leader)* represents competence in combining a wide range of generally applicable supervisory skills with the specialised statistical and technological skills expected of Team Leaders in this industry. It is recognised as the first step on the Contact Centre management pathway.

After qualifying for the National Certificate in Contact Centres Senior Customer Service Representative strand, candidates may qualify for the National Certificate in Contact Centres Management (Team Leader) strand by completing its requirements.

The National Certificate in Contact Centres with strands in Senior Customer Service Representative and Management (Team Leader) builds on the National Certificate in Contact Centre Operations (Level 3) [Ref: 0643], and may lead to the National Diploma in Contact Centre Management (Level 5) [Ref: 0974].

Trainees who have gained this certificate with the Management (Team Leader) strand may also meet the requirements of the National Certificate in Business (First Line Management) (Level 4) [Ref: 0649], depending on the elective choices they make.

Special Notes

Prerequisite: National Certificate in Contact Centre Operations (Level 3) [Ref: 0643], or demonstrate equivalent knowledge and skills.

Applications for recognition of prior learning, supported by appropriate documentation, should be made either to the ElectroTechnology Industry Training Organisation or to accredited training providers.

Credit Range

	Core Compulsory	Strands			
		Senior Customer Service Representative		Management (Team Leader)	
		Compulsory	Elective	Compulsory	Elective
Level 3 credits	5	9	-		
Level 4 credits	19	-	10	27	6-10
Level 5 credits	-	-	-	6	0-4
Minimum totals	24	9	10	33	10
Qualification total with strand		43		67	
Level of qualification		3		4	

Requirements for Award of Qualification

Award of NQF Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided in section 7 of the New Zealand Qualifications Authority (NZQA) Rules and Procedures publications available at <http://www.nzqa.govt.nz/ncea/acrp/index.html>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- Core Compulsory standards

One of the following strands is required

- Senior Customer Service Representative Strand
- Management (Team Leader) Strand

Detailed Requirements

Core Compulsory

The following standards are required

Business > Business Operations and Development > Systems and Resources Management

ID	Title	Level	Credit
16614	Apply time management concepts and methods in business situations	4	3

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
11099	Develop strategies for communicating in a culturally diverse workplace	4	4

Humanities > Communication Skills > Writing

ID	Title	Level	Credit
16612	Use effective business writing skills in a business organisation	4	4

Service Sector > Contact Centres > Contact Centre Management

ID	Title	Level	Credit
17382	Demonstrate knowledge of the use of contact centre technology in the management of a team	4	5
25305	Demonstrate knowledge of quality monitoring in a contact centre	4	3

Service Sector > Contact Centres > Contact Centre Operations

ID	Title	Level	Credit
16784	Receive and resolve customer complaints about products or services, in a contact centre	3	5

Senior Customer Service Representative Strand

Meet the requirements of all of the following sets

- Senior Customer Service Representative Compulsory
- Senior Customer Service Representative Elective

Senior Customer Service Representative Compulsory

The following standards are required

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
1312	Give oral instructions in the workplace	3	3

ID	Title	Level	Credit
9705	Give and respond to feedback on performance	3	3
11097	Listen to gain information in an interactive situation	3	3

Senior Customer Service Representative Elective

A minimum of 10 credits

Business > Business Operations and Development > People Development and Coordination

ID	Title	Level	Credit
1987	Develop strategies to establish and maintain positive workplace relationships	4	5
23395	Participate in staff selection processes	4	3
23396	Demonstrate knowledge of performance management planning	4	3

Education > Generic Education and Training > Assessment of Learning

ID	Title	Level	Credit
4098	Use standards to assess candidate performance	4	6

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
9704	Manage interpersonal conflict	4	6
11101	Collaborate within a group/team which has an objective(s)	4	4
21335	Lead a group/team to achieve an objective(s)	4	5

Service Sector > Contact Centres > Contact Centre Management

ID	Title	Level	Credit
25306	Monitor quality in a contact centre	4	4

Management (Team Leader) Strand

Meet the requirements of all of the following sets

- Management (Team Leader) Compulsory
- Management (Team Leader) Elective

Management (Team Leader) Compulsory

The following standards are required

Business > Business Operations and Development > People Development and Coordination

ID	Title	Level	Credit
1987	Develop strategies to establish and maintain positive workplace relationships	4	5
23396	Demonstrate knowledge of performance management planning	4	3
23397	Plan and monitor performance of others	5	6

Business > Business Operations and Development > Systems and Resources Management

ID	Title	Level	Credit
16342	Identify key workplace organisational principles	4	4

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
9696	Apply problem-solving techniques	4	4
21335	Lead a group/team to achieve an objective(s)	4	5

Service Sector > Contact Centres > Contact Centre Management

ID	Title	Level	Credit
16785	Plan and allocate work to individuals in a contact centre	4	6

Management (Team Leader) Elective

A minimum of 10 credits

Business > Business Operations and Development > People Development and Coordination

ID	Title	Level	Credit
18336	Demonstrate and apply knowledge of team-building skills	4	5
18337	Plan, organise, and evaluate training and development activities for a workplace team	4	5
23394	Plan for and carry out staff selection	5	4
23395	Participate in staff selection processes	4	3

Business > Business Operations and Development > Systems and Resources Management

ID	Title	Level	Credit
15189	Implement a health and safety plan for a workplace	4	4

Education > Generic Education and Training > Assessment of Learning

ID	Title	Level	Credit
4098	Use standards to assess candidate performance	4	6

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
9704	Manage interpersonal conflict	4	6

Service Sector > Contact Centres > Contact Centre Management

ID	Title	Level	Credit
25306	Monitor quality in a contact centre	4	4

Transition Arrangements

Version 5

Version 5 of this qualification was republished to extend the last date for entry to programmes leading to this qualification from 31 December 2015 to 31 December 2016, and to extend the last date for assessment from 31 December 2017 to 31 December 2018.

Version 4 was issued following review.

Changes to content and structure

- The qualification was restructured into strands for Senior Customer Service Representative and Management (Team Leader), each strand contains a compulsory and an elective set.
- The qualification title and classification were changed.
- Titles, levels and credits of reviewed standards were updated.
- Credit total decreased from 78 to 43 or 67, depending on the strand.
- Compulsory standards 16611 and 16613, and elective standard 11552 were removed from the qualification.
- Compulsory standards 9674 and 16616 were replaced by standards 21335, and 23396 and 23397 respectively.
- Compulsory standard 16342 was moved to the Management (Team Leader) strand compulsory.
- Compulsory standards 15189, 16785, 18336 and 18337 were moved to the Management (Team Leader) strand elective.
- Compulsory standard 11101 was moved to the Senior Customer Service Representative strand elective.

- Compulsory standard 4098 was moved to both strand electives.
- Standards 11099 and 25305 were added to the Core Compulsory.
- Standards 1312, 9705, and 11097 were added to the Senior Customer Service Representative strand compulsory.
- Standards 9704, 23395, and 25306 were added to the electives of both strands.
- Standard 9696 was added to the Management (Team Leader) strand compulsory.
- Standard 1987 was added to the Management (Team Leader) strand compulsory and the Senior Customer Service Representative strand elective.
- Standard 23394 was added to the Management (Team Leader) strand elective.
- The requirement to select 20 credits from a list of classifications in the elective was removed from the qualification along with its credit transfer provisions for NZDipBus papers.
- Reverse transition arrangements were included for version 3 of the qualification.

For detailed information see [Review Summaries](#) on the NZQA website.

The start date for programmes or courses for the new version is the date this version is registered. All new trainees will be enrolled in programmes leading to the new qualification.

This qualification contains standards that replace earlier standards. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
1984	18336, 18337
9674	21335
16616	23396, 23397

Trainees may either complete the requirements of version 3 or transfer to version 4.

It is not intended that anyone be disadvantaged by this review, and the above arrangements have been designed for a smooth transition. However, anyone who feels they have been disadvantaged may appeal to the ElectroTechnology Industry Training Organisation at the address below.

Previous versions of the qualification

Version 3 was issued following a review of *Call Centres* standards. Changes to structure and content included: titles and classification of call centre standards updated; credit value for standard 4098 corrected from 3 to 5; and change to title of qualification.

Version 3 of this qualification contained standards that had been expired or replaced by other standards. For the purposes of this qualification people who have gained credit for the replacement standards are exempt from the requirement to gain credit for the expiring standards – see table below.

Credit for	Exempt from
11647	16613
21335	9674
23396, 23397	16616

Version 3 of this qualification contains standards that replace earlier standards. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
1984	18336, 18337
4099	11552

Version 2 was issued following review. Changes to content and structure included provision for credit transfer for NZDipBus papers; replacement of expiring standards 1984 and 4099; removal of standards 8493, 2785, 9678 and 11620 expansion of the elective section; and credit total reduced from 79 to 78 credits.

Other standard setting bodies whose standards are included in the qualification

NZQA

Certification

The certificate will display the logos of NZQA, the ElectroTechnology Industry Training Organisation and the accredited organisation.

Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

NQF Classification		NZSCED	
Code	Description	Code	Description
422	Service Sector > Contact Centres	089999	Management and Commerce > Other Management and Commerce > Management and Commerce not elsewhere classified

Quality Management Systems

Providers and Industry Training Organisations must be accredited by a recognised Quality Assurance Body

before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.

EXPIRING